

TISM TIP SHEET FOR LARA MANAGERS AND HR

Overview

The Employee Service Program (ESP) oversees the State of Michigan's Traumatic Incident Stress Management (TISM) program which provides support and intervention services to state employees who have been impacted by a traumatic incident related to the workplace.

The goals of the TISM program are to provide best practice critical response services to validate and support any stress reactions that may occur, provide information on coping strategies and resources, and identify employees in need of additional services.

Traumatic Incidents Related to the Workplace Examples

- On-site employee death or workplace accidents with injury
- Acts of violence against employees
- Employee suicide or employee homicide (on or off work site)
- Responding to patient/customer death or severe injury

Traumatic Stress Reactions

Exposure to a traumatic incident may affect an individual whether they were a first responder, witness to an event, or hear about an incident. Repeated exposures to traumatic events can have a cumulative effect as well. Some common reactions include:

- Confusion, decreased memory and concentration
- Anger, irritability, anxiety, sadness
- Sleep problems, appetite disturbance, social withdrawal, isolation
- Fear, hypervigilance

Requesting Services

If your area has experienced a traumatic incident please notify your Department's TISM Coordinator or contact ESP-The State TISM Coordinating Office directly as soon as possible to request services. Information will be gathered to determine the scope of impact of the traumatic incident, the most appropriate service(s) to provide and the timing. Several calls and/or emails are sometimes needed for assessment and planning purposes.

The specific service(s) to be provided is recommended and approved by ESP, and authorized by department leadership.

Types of Services

- **Educational Crisis Management Briefings** are provided as soon as possible after the incident, are brief and appropriate for all levels of impact.
- **Defusings** are used for small groups of similarly impacted employees and generally provided within 2 days of the incident. They may at times be provided by phone for individuals and small groups.
- **Critical Incident Stress Debriefings (CISD)** are used for first responder situations following a structured group process, and provided 1-10 days after the incident.
- **1 on 1 services** will be utilized for individuals uniquely affected by an incident.

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